

GARDNER DEPARTMENT OF PUBLIC SAFETY

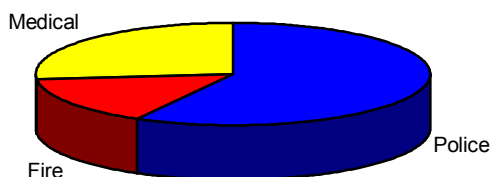
Customer Satisfaction Survey Information for 2007

During 2007, confidential evaluations were randomly mailed weekly to individuals directly in contact with the Gardner Public Safety Department. The results of these surveys are utilized as an on-going evaluation of Public Safety services; including but not limited to overall satisfaction, timeliness of services and officer professionalism. One hundred and seventy-two questionnaires were completed and returned. The results are as follows:

Nature of calls for assistance

Police	Fire	Medical
100	26	46
58%	15%	27%

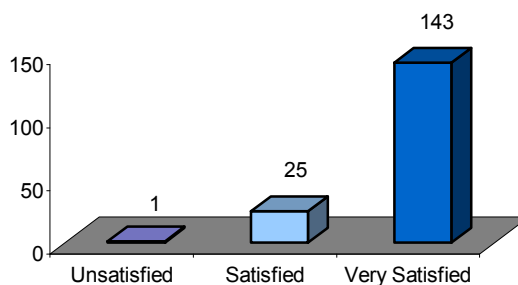
Nature of Call



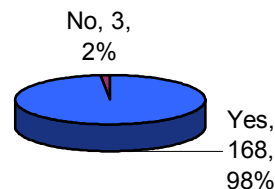
99% Overall Satisfaction

Unsatisfied	Satisfied	Very Satisfied
1	25	143
1%	15%	84%

Overall Satisfaction with Services: 99% satisfied

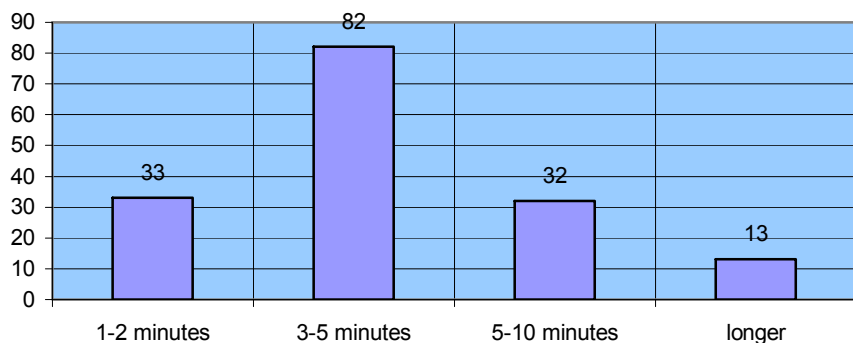


Professionalism



98% of those surveyed felt the Officer was courteous and acted in a professional manner.

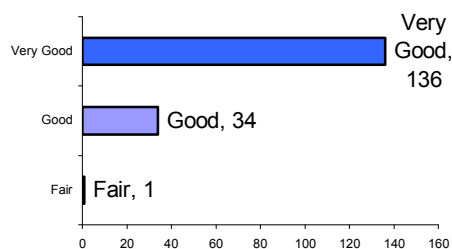
Length of wait for officer's arrival



Length of wait for officer's arrival

1-2 minutes	3-5 minutes	5-10 minutes	longer
33	82	32	13
19%	47%	19%	8%

Officer Appearance



99% of those surveyed rated the Officer's appearance as either good or very good.